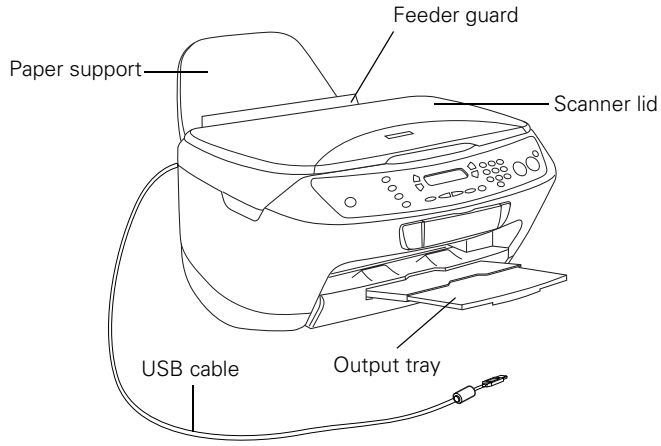
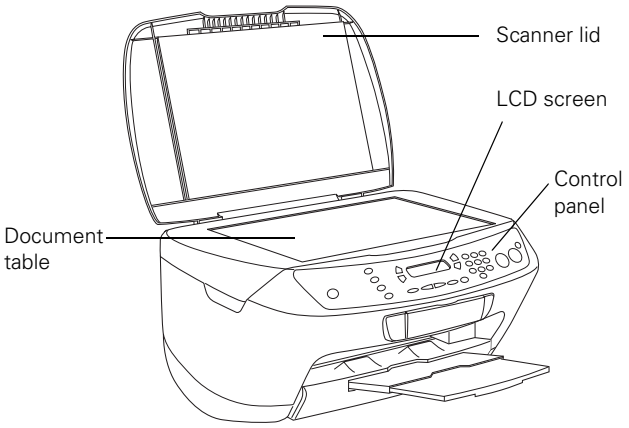
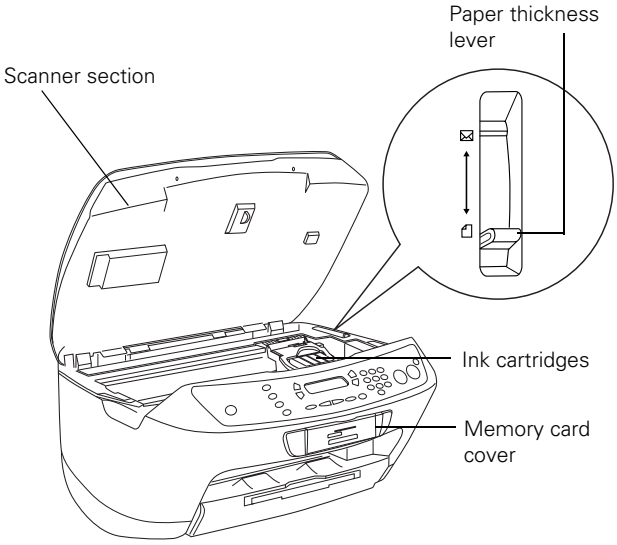
EPSON Stylus CX6400 Parts







Accessories

Ink Cartridges

Cartridge	Part number
Black (high capacity)	T043120
Black ink (standard capacity)	T044120
Cyan	T044220
Magenta	T044320
Yellow	T044420
Color Multi-Pack	T044520

Media

Paper name	Size	Part number
EPSON Premium Bright White Paper	Letter	S041586
EPSON Glossy Photo Paper or EPSON Photo Paper	Letter	S041141 S041272 S041271 S041649
	Borderless 4 × 6 inches, non-perforated	S041458
EPSON Matte Paper Heavyweight	Letter	S041257
	Borderless 8 x 10 inches	S041467
EPSON Double-Sided Matte Paper	Letter	S041568
EPSON Enhanced Matte Paper	Letter	S041341
EPSON All-Purpose Glossy Paper	Letter	S041654
EPSON Premium Semigloss Photo Paper	Letter	S041331
EPSON DURABrite® Ink Glossy Photo Paper	Letter	S041731
	4 x 6 inches	S041734
PremierArt™ Matte Scrapbook Photo Paper for Epson	Letter	SCR1002
EPSON Ink Jet Transparencies	Letter	S041064
EPSON Glossy Photo Greeting Card Kit	Letter	S041606

User Replaceable Parts

Part	Part number
Paper support	1275156
Feeder guard	1259392
Hinge cover	1260356

Specifications

Printing

Printing method	On-demand ink jet
Nozzle configuration	
Black	180 nozzles
Color	177 nozzles (59 nozzles per color × 3)
Print direction	Bidirectional with logic seeking
Resolution	Up to 5760 × 1440

Ink Cartridges

Specification	Black ink cartridge	Color ink cartridges
Color(s)	Black (high capacity)	Cyan, Magenta, Yellow
Print capacity*	870 pages (A4, ISO/IEC 10561 Letter Pattern at 360 dpi, 5% duty)	420 pages (A4, 360 dpi, 5% duty each color)
Shelf life	2 years in sealed package	
Storage temperature	– 4 to 104 °F (– 20 to 40 °C) 1 month at 104 °F (40 °C)	
Transit temperature	– 4 to 104 °F (– 20 to 40 °C) 1 month at 104 °F (40 °C) 120 hours at 140 °F (60 °C)	
Dimensions	0.87 × 2.8 × 2.6 inches (W × D × H)	0.5 × 2.8 × 2.6 inches (W × D × H)

* The figure given is based on continuous printing after ink replacement. The actual print capacity may vary. The ink charging process reduces the print capacity of the initial cartridge, even though it contains the standard amount of ink.

Caution:
To ensure good results, use genuine EPSON cartridges. Other products may cause damage to your printer not covered by EPSON's warranty.

Don't use an ink cartridge if the date on the package has expired.

Do not refill the ink cartridge. An IC chip on the cartridge calculates the amount of remaining ink based on the initial supply. Adding ink does not increase the amount available for use.

Paper

This section describes the specifications for single sheets and envelopes.

Note:
Since the quality of any particular brand or type of paper may be changed by the manufacturer at any time, EPSON cannot attest to the quality of any non-EPSON brand of paper. Always test samples of paper stock before purchasing large quantities or printing large jobs.

Poor quality paper may reduce print quality and cause paper jams and other problems. If you encounter problems, switch to a higher grade of paper. Do not load curled, folded, or wrinkled paper.

Use paper under normal environmental conditions: 59 to 77 °F (15 to 25 °C) and 40 to 60% RH (relative humidity).

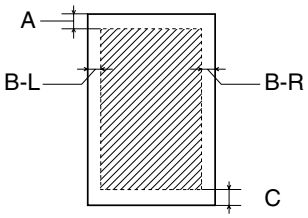
Single sheets

Size	Letter (8.5 × 11 inches) A4 (8.3 × 11.7 inches) Half-letter (5.5 × 8.5 inches) A5 (5.8 × 8.3 inches) Legal (8.5 × 14 inches) Executive (7.3 × 10.5 inches) 4 × 6 inches (101.6 × 152.4 mm) 5 × 7 inches (127 × 178 mm) 8 × 10 inches (203 × 254 mm)
Paper type	Plain bond paper or special media distributed by EPSON
Thickness	0.003 to 0.004 inch (0.08 to 0.11 mm) for plain bond paper
Weight	17 to 24 lb (64 to 90 g/m²) for plain bond paper

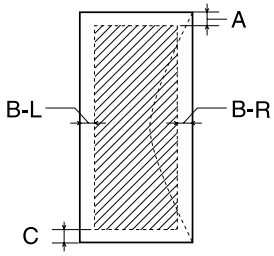
Envelopes

Size	No. 10 (4.1 × 9.5 inches) DL (4.3 × 8.7 inches) C6 (4.5 × 6.4 inches)
Paper type	Plain bond paper or air mail paper
Thickness	0.006 to 0.02 inch (0.16 to 0.52 mm)
Weight	12 to 20 lb (45 to 75 g/m²)

Printable Area



Single sheets or cards



Envelopes

Standard Margins

Note:
You can print borderless prints on some media types, and you can copy on standard sheets with 0.06 inch (1.5 mm) margins using the **Min Margins** setting on the LCD panel (Copy Mode).

Standard sheets	Top (A): 0.12 inch (3.0 mm) Left (B-L): 0.12 inch (3.0 mm) Right (B-R): 0.12 inch (3.0 mm) Bottom (C): 0.12 inch (3.0 mm)

Envelopes	Top (A): 0.12 inch (3.0 mm) Left (B-L): 0.12 inch (3.0 mm) Right (B-R): 0.12 inch (3.0 mm) Bottom (C): 0.78 inch (20 mm)

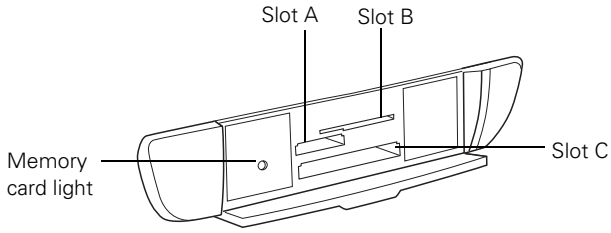
Note:
Depending on the type of paper, the print quality may deteriorate in the bottom area of the print, or this area may be smeared. Before printing large jobs using an extended margin setting, print a single sheet to confirm print quality.

Scanning

Scanner type	Flatbed color image scanner
Photoelectric device	Color CIS line sensor
Effective pixels	10,200 × 14,040 pixels at 1200 dpi, 100%
Document size	Letter (8.5 × 11.0 inches) or A4 (8.5 × 11.7 inches); reading area is selectable with software
Scanning resolution	1200 dpi (main), 2400 dpi (sub)
Output resolution	50 to 4800 dpi (adjustable in 1-dpi increments); resolutions higher than 4800 are interpolated by software
Color separation	RGB color filters on CCD
Image data	48 bits per pixel per color input 24 bits per pixel per color output
Gamma correction	User defined 2 level
Light source	RGB Three Color LCD
Reliability	30,000 cycles of carriage movements (main unit MCBF)

Supported Memory Cards

Slot A	Memory Stick® Memory Stick PRO MagicGate Memory Stick SD (Secure Digital) Card MMC (MultiMediaCard) Memory Stick Duo (adapter required) miniSD Card (adapter required)
Slot B	SmartMedia™ (maximum 128MB; standard 2000 compliant) xD-Picture Card
Slot C	CompactFlash™ Type I and Type II IBM® Microdrive™



Memory Card Image File Requirements

File format	JPEG or TIF format image files, DOS FAT, taken with a DCF version 1.0 compliant digital camera (supports Exif Print v. 2.1 and 2.2)
Media format	DCF (Design rule for Camera File system) version 1.0 compliant*
Image size	Vertical: 120 to 4600 pixels Horizontal: 120 to 4600 pixels
Number of files	Up to 999

* The DCF standard is set by the Japan Electronics and Information Technology Industries Association (JEITA)

Note:
You can't print images whose file names contain double-byte characters.

Mechanical

Paper feed method	Friction
Paper path	Sheet feeder, top feed
Sheet feeder capacity	Approx. 125 sheets at 24 lb (90 g/m²)
Dimensions	17.7 × 16.9 × 8.6 inches (W × D × H) 450 × 429 × 218 mm (W × D × H)
Weight	Approx. 19.2 lb (8.7 kg)

Electrical

Input voltage range*	108 to 132 V
Rated frequency range	50 to 60 Hz
Rated current	0.5 A
Power consumption	Approx. 23 W (ISO 10560 Letter Pattern) Approx. 6 W in sleep mode Approx. 0.3 W in power-off mode

* Check the label on the back of this product for voltage information

Environmental

Temperature	
Operation	50 to 95 °F (10 to 35 °C)
Storage*	– 4 to 140 °F (– 20 to 60 °C) 1 month at 104 °F (40 °C)
Transit*	– 4 to 140 °F (– 20 to 60 °C) 120 hours at 140 °F (60 °C)
Humidity (without condensation)	
Operation	20 to 80% RH
Storage*	5 to 85% RH

* Stored in shipping container

Interface

Standard	Based on Universal Serial Bus Specifications Revision 2.0, Universal Serial Bus Device Class Definition for Printing Devices version 1.1
Bit rate	480 Mbps (high speed device)
Data encoding	NRZI
Connector	USB Series B 2.0 (High Speed)
Recommended cable length	6.6 feet (2 meters) or less

Safety Approvals

Safety standards	UL 60950, CSA C22.2 No. 60950
EMC	FCC part 15 subpart B class B CSA C108.8 class B

Using the Security Lock

To prevent unauthorized use of your CX6400, you can activate its security lock feature. The security lock requires you to enter a PIN (Personal Identification Number) whenever you turn on the CX6400. If you forget your PIN, you can still regain access to your CX6400 by turning off the security lock; see "Turning Off the Security Lock" for details.

Follow these steps to activate the security lock:

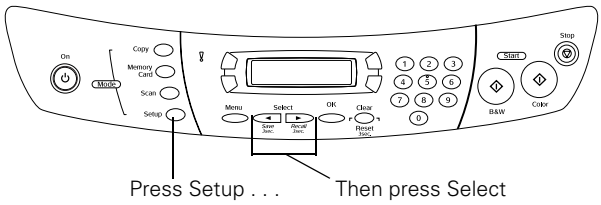
1. Make sure the CX6400 is connected to your computer. Then press the ⏻ On button to turn on the CX6400.
2. Insert your Stylus CX6400 software CD-ROM in your computer's CD-ROM or DVD drive.
3. **Windows:**® If you see the Software Installation screen, click Exit. Open the SecurityLock Tool folder on your CD-ROM, then double-click the program file located in that folder.

   Macintosh:® The EPSON folder automatically opens (if it doesn't, double-click the EPSON CD-ROM icon). Then double-click the Security Lock icon.

   You see this screen:

To turn off the Security Lock feature, select Security Lock Feature Off and then click OK.
Security Lock On
Security Lock Off
OK
Cancel

4. Make sure Security Lock On is selected and click OK.
5. At the confirmation screen, click OK again and close the program. You have now enabled the Security Lock menu on the CX6400.
6. On the control panel, press the Setup button, then use the Select buttons to display Security Lock on the LCD screen.



7. Press the ◇ Color button.
8. Press the button next to On (shown on the LCD screen).
9. Enter a 4-digit PIN. Be sure to write down the number so you don't forget it.
10. Press the button next to OK on the LCD screen.
11. Turn off your CX6400. It is now locked.

When you turn it back on, it prompts you to enter your PIN. You cannot use it without entering the PIN unless you run the security lock program from your computer, as described in the next section.

Turning Off the Security Lock

Follow these steps to turn off the security lock:

1. On the control panel, press the Setup button, then use the Select buttons to display Security Lock on the LCD screen.
2. Press the ◇ Color button.
3. Press the button next to Off on the LCD screen.
4. Enter your 4-digit PIN.

5. Press the button next to OK on the LCD screen. The security feature is now turned off.
6. Press the Copy button to exit setup.

If you forget your PIN, you can regain access to the CX6400 by running the security lock program from your computer:

1. Make sure the CX6400 is connected to your computer. Then insert your Stylus CX6400 software CD-ROM in your CD-ROM or DVD drive.
2. **Windows:** If you see the Software Installation screen, click Exit. Open the SecurityLock Tool folder on your CD-ROM, then double-click the program file located in that folder.

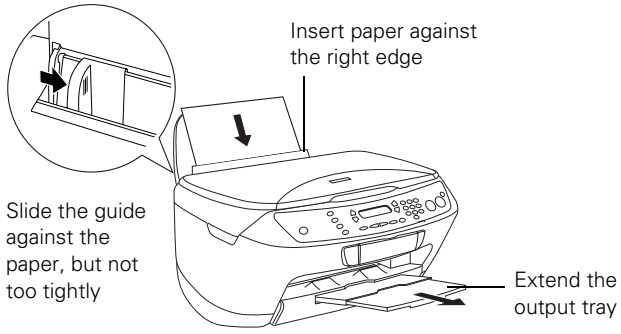
   Macintosh: The EPSON folder automatically opens (if it doesn't, double-click the EPSON CD-ROM icon). Then double-click the Security Lock icon.
3. When you see the EPSON Security Lock screen, select Security Lock Off and click OK.
4. At the confirmation screen, click OK again and close the program. This deactivates the security lock feature so that the Security Lock menu no longer appears on the CX6400 LCD screen. You now have full access to the CX6400.

Loading Paper

Single Sheets

1. Open the output tray.
2. Insert your paper against the right edge of the sheet feeder.
3. Slide the left edge guide against the paper (but not too tightly).

Note:
Do not place paper in front of the feeder guard.



Be sure to:

- ❏ Load the printable side face-up. It's often whiter or brighter than the other side.
- ❏ Load letterhead or preprinted paper top edge first.
- ❏ Load paper short-edge first, even for landscape-oriented documents and photos.
- ❏ Don't load paper above the arrow on the left edge guide, up to approximately 125 sheets of plain paper.
- ❏ If the paper has a cut corner, position it in the upper right corner as you load it in the sheet feeder.

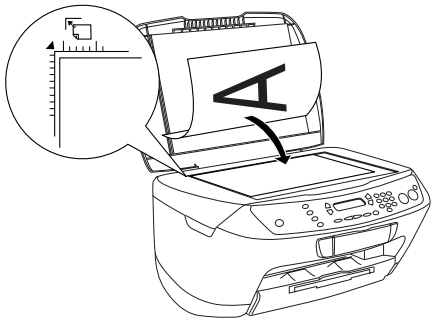
Selecting the Correct Paper Type

Select the Type (Windows) or Media Type (Macintosh) setting in your printer software according to these guidelines:

For this paper	Select this Type or Media Type setting
Plain paper sheets or envelopes EPSON Premium Bright White Paper	Plain Paper/ Bright White Paper
EPSON Matte Paper Heavyweight EPSON Double-Sided Matte Paper EPSON Enhanced Matte Paper PremierArt Matte Scrapbook Photo Paper for Epson	Matte Paper - Heavyweight
EPSON DURABrite Ink Glossy Photo Paper	DURABrite Ink Glossy Photo Paper/DURABrite Photo Paper
EPSON Photo Paper EPSON Glossy Photo Paper EPSON All-Purpose Glossy Photo Paper EPSON Glossy Photo Greeting Cards EPSON Premium Semigloss Photo Paper	Photo Papers/ Generic Photo Paper
EPSON Ink Jet Transparencies	Ink Jet Transparency

Placing Your Original Document

1. Open the scanner lid.
2. Place your document face-down on the glass, in the upper left corner, about 1/8 inch from the top and side edge.



3. Close the scanner lid.

Note:
If you place your document against the guides, the edges next to the guides won't be scanned.

If you need to scan a thick document, such as a book, you can remove the scanner lid. Open the scanner lid completely, then lift it out. Gently press down the original to keep it flat on the document table. Be sure to replace the scanner lid when you're finished.

Copying Without a Computer

Basic Copying

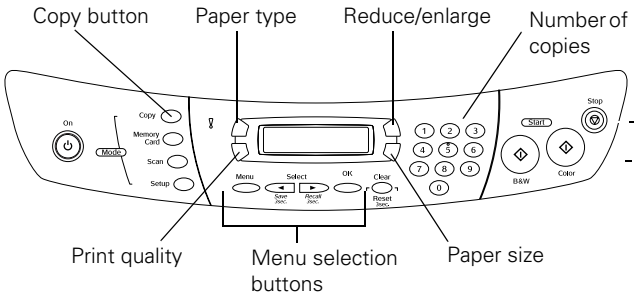
1. Place your document face-down on the glass, as shown in the previous section. Then close the scanner lid.
2. Press the Copy button to enter Copy Mode.
3. Change any necessary copy settings on the LCD screen, as described in "Changing Copy Settings" below.
4. Press the ◈ Color button (for both color and grayscale photos, and for all color documents) or ◈ B&W button (for black and white copies). Your document is scanned and then printed.

   If you're using the 2-up or 4-up copy layout settings described below, follow the instructions on the LCD screen to scan additional sheets.

   Caution:
   Never open the scanner section while scanning or copying, or you could damage the CX6400.

Changing Copy Settings

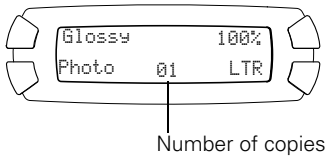
The current copy settings are shown on the LCD screen. You can change copy settings using the buttons, as described below.



Note:
To clear a setting, press the Clear/Reset button. To clear all the setting changes you've made, press and hold the Clear/Reset button until you see Resetting on the LCD screen.

Number of Copies

Press one or two buttons on the control panel's numeric keypad to select the number of copies you want to print.



Note:
You can print up to 99 copies. However, if you're using the 2-up or 4-up copy layout setting, you can only select one copy.

Copy Layout

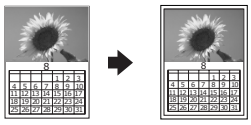
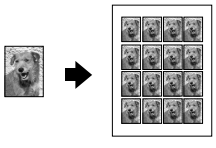
Since the copy layout setting determines the options available with many other settings, select this option first, then select your other copy settings.

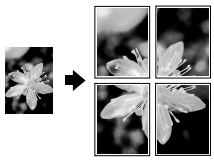
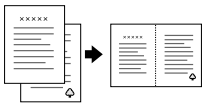
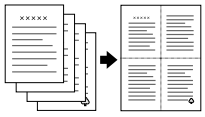
1. While in Copy Mode, press the Menu button.

   Note:
   The Copy button on the control panel is green when Copy Mode is enabled.

2. Press the green button next to the LCD screen until you see Copy Layout displayed, then press OK.
3. Continue pressing the green button until you see the desired layout setting, then press OK.

Here are the layout settings you can choose from:

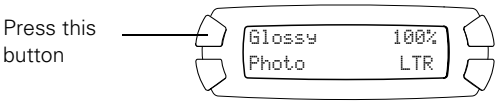
Copy Layout setting	Result
Standard Copies your original with a 0.12-inch margin on all edges	
BorderFree™ Sizes your original as needed to fit to the edges of 4 × 6, 5 × 7, 8 × 10-inch, or letter-size paper*	
Min Margins Copies your original with a 0.06-inch border around the edges*	
Repeat Prints an image multiple times on one sheet; select 4, 9, or 16 images per sheet, or Auto to print your image as many times as it will fit (prints full-size; works best with small images)	

Copy Layout setting	Result
Poster Prints the original image on separate sheets (4, 9, or 16) that you can paste together to make a large poster	
2-up Copies two originals onto one sheet	
4-up Copies four originals onto one sheet	

* If you notice reduced print quality at the bottom of your copy, try using the Standard setting.

Paper Type

Press the top left button on the LCD screen to choose your paper type.

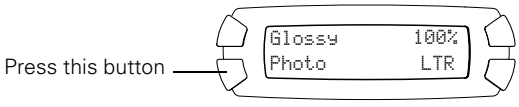


Choose from these settings:

Paper setting	Paper you've loaded
Plain	Plain paper, Premium Bright White Paper, Photo Quality Ink Jet Paper
Glossy	Glossy Photo Paper, Photo Paper, Premium Semigloss Photo Paper, All-Purpose Glossy Paper, Glossy Photo Greeting Cards
Matte	Matte Paper Heavyweight, Double-Sided Matte Paper, Enhanced Matte Paper, PremierArt Matte Scrapbook Photo Paper for Epson
DB Photo	DURABright Ink Glossy Photo Paper

Print Quality

Press the bottom left button to choose print quality.

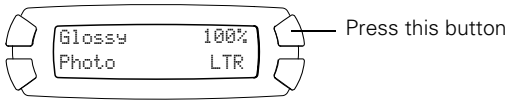


Choose from these settings:

- ❏ Draft for making copies quickly
- ❏ Text for copying text and line art
- ❏ Image for copies that include color or black-and-white images
- ❏ Best for the highest quality copies

Reduce or Enlarge Copies

Press the top right button to resize your image.



Choose from these options:

Setting	Result
Actual	Prints the image at its original size
Auto Fit Page	Reduces or enlarges the image, as needed, to fit the paper size selected on the LCD screen
Letter → 4 × 6 4 × 6 → Letter Letter → 5 × 7 5 × 7 → Letter A4 → Letter Letter → A4	Converts the original document size (to the left of the arrow) to the finished copy size (to the right of the arrow)

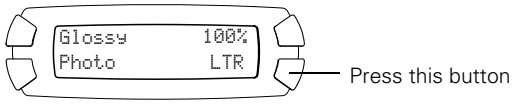
Manual Zoom

You can manually adjust the size of your copies from 25% to 400%.

1. Press the Menu button.
2. Press the green button next to the LCD screen until you see Optional Zoom displayed, then press OK.
3. Use the numeric keypad to enter the size percentage, then press OK.

Paper Size

Press the bottom right button to choose your paper size. Choose one of these sizes: A4, LTR (letter), 4 × 6, 5 × 7, or 8 × 10.



Note:
The paper sizes available depend on the paper type selected.

Lighten or Darken Copies

1. Press the Menu button.
2. Press the green button next to the LCD screen until you see Copy Density displayed, then press OK.
3. Press the green buttons (next to – and +) to lighten or darken your copies, then press OK.

Cancel Copies and Settings

You can cancel a copy job in progress, or cancel the settings you've changed.

- ❏ To cancel a job in progress, press the ◇ Stop button. Canceling appears on the LCD screen, and your page is ejected.
- ❏ To cancel all settings and return to the defaults, press and hold the Clear/Reset button until you see Resetting on the LCD screen.

Printing from a Memory Card

You can print photos directly from your digital camera's memory card—and you don't even have to connect the CX6400 to a computer.

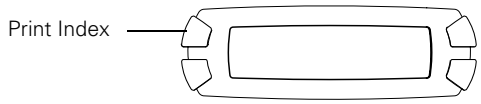
Note:
The Stylus CX6400 only reads one memory card at a time.

Printing an Index Form

In most cases, you'll want to print an index form before printing photos from your memory card. An index form lets you see small thumbnail images of the pictures on your card and select the ones you want to print.

1. Make sure the CX6400 is turned on and is not connected to your computer (or your computer is turned off).
2. Open the memory card cover, and make sure the memory card light is off and that no cards are in any of the slots. Then insert your card into the correct slot (see page 3).

   Once the card is inserted, the CX6400 reads and displays the number of printable images on the card.
3. Press the Card Print button on the control panel.
4. Press the green button next to the LCD screen until Print Index appears on the LCD screen, then press OK.



5. Load several sheets of letter-size paper. (If there are more than 36 images on the card, you will need multiple sheets of paper.)
6. Press the ◇ Color button to print the index. After the index form prints, Scan Index appears on the LCD screen.

Selecting Photos To Print

You can select the photos you want to print either by filling in the ovals on the index form and scanning the form, or by selecting photos from the control panel.

Select Photos on an Index Form

1. Once you've printed the index form, fill in the oval beneath each photo you want to print with a dark pen or pencil.

2. Near the bottom of the form, fill in the correct oval to select the type and size of paper you want to use. You can select from these options:

Option	Available paper types
Glossy - 4 × 6 Prem. Glossy - 5 × 7 Glossy - Letter	EPSON Photo Paper EPSON Glossy Photo Paper EPSON Premium Semigloss Photo Paper
DB Photo - 4 × 6 DB Photo - Letter	EPSON DURABright Ink Glossy Photo Paper
Matte - Letter	EPSON Matte Paper Heavyweight PremierArt Matte Scrapbook Paper for Epson

3. Load the type of paper you've chosen.
4. Make sure Scan Index appears on the LCD screen, then press OK. (If it doesn't appear, press the Card Print button, then press the green button next to the LCD screen until you see Scan Index, then press OK.)
5. Place the index form face-down on the document table, so that the top of the form is positioned on the upper left side of the document table, as you face the scanner. See page 5.
6. Press the ◇ Color button. The form is scanned and your images are automatically printed.

Select Photos from the Control Panel

1. Once you've printed the index form, identify a photo or range of consecutive photos you want to print.
2. Make sure you're in Card Print Mode (if necessary, press the Card Print button).
3. Press the green button next to the LCD screen to select One image, Range of images, or All images, then press OK.
4. If you want to print one image or a range of consecutive images, follow the instructions on the LCD screen and use the numeric keypad to select the images you want to print. Then press OK.

5. Use the numeric keypad to enter the number of copies you want to print (up to 99), then press OK.

   Note:
   The number of copies is how many times each photo prints, not the number of pages. For example, if you're using a layout that fits 8 photos and you select 3 copies, you will get one sheet with 3 photos printed on it.

6. Change any print settings, as needed. Then press the ◇ Color button to print your images.

For a list of print settings available in Card Print Mode, see the *Quick Reference*.

Print with DPOF

If your memory card contains photos taken with a camera that supports DPOF (Digital Print Order Format), you can pre-select the photos you want to print while the card is still in the camera.

1. Insert a memory card containing DPOF image files.
2. Load the type of paper you want to print on.
3. Press the Card Print button to enter Card Print Mode.
4. Using the numeric keypad, enter the number of copies of each photo you want to print (up to 99), and press OK.
5. Change any print settings, as needed. Then press the ◇ Color button to print your images.

For a list of print settings available in Card Print Mode, see the *Quick Reference*.

Using EPSON Smart Panel

Smart Panel is an easy, step-by-step interface for scanning, copying, printing, and more.

EPSON Smart Panel
Photo
Reprint Photos
Scan and Save
Document
Copy Center
Copy to Fax
Edit Text
Photo Project
View and Create
Scan to Application
Share Your Photo
Scan to E-mail
EPSON Photo Site
EPSON Smart Panel
Smart Panel provides the tools for all your scanning needs.
-To use EPSON Smart Panel, click one of the icons on the left side of the screen.
-To learn about each program, simply move the mouse pointer over the icon for an explanation.
-You can use your scanner Start button to automate a task. To do this, go to the pull down menu in the lower left part of the screen and select a task.
EPSON Smart Panel
EPSON Stylus Photo RX500
EPSON

You can launch Smart Panel from your computer or from the control panel of your CX6400. To launch it from the control panel, follow these steps:

1. Press the Scan button on the control panel.
2. Press the top left button next to the LCD screen until you see To PC on the screen. Then press the OK button.

   The first time you do this, you see a window on your computer asking you to select the program to launch for this action. Select EPSON Smart Panel, and then select the Always use this program for this action box. Click OK.

   EPSON Smart Panel launches.

   Choose from these features:

Smart Panel Features	Description
RePrint Photos	Scans and prints photos in various sizes and layouts. Includes Color Restoration.
Scan and Save	Scans a photo into ArcSoft® PhotoImpression,™ where you can edit, retouch, enhance, or print it with templates, frames, and borders.
Copy Center	Scans and prints a document like a photocopier.
Copy to Fax	When you install your own fax software, scans your image or document into your PC fax utility.
Edit Text	Scans text documents and converts them to editable text files on your computer (not supported for Mac OS 8.6).
View and Create	Scans a photo into ArcSoft PhotoImpression, where you can edit, retouch, enhance, and print it with templates, frames, and borders.
Scan to Application	Scans a photo or document and lets you choose which program it opens in.
Scan to E-mail	Scans a photo or document and attaches it to an e-mail so you can send it right away.
EPSON Photo Site	Scans an image and uploads it to EPSON's photo-sharing web site.

Note:
For details on using all the Smart Panel features, click the ? button in Smart Panel or see the online *Smart Panel User Guide*.

Control Panel Error Messages

To diagnose some problems, check the LCD screen on the CX6400 for these error messages:

Error Message	Solution
No XXX ink cartridge – – – > Press the Color button to install new ink cartridge.	The indicated ink cartridge is not installed. Install the cartridge as described on page 11.
XXX ink out – – – > Press the Color button to begin replacement ink cartridge.	The indicated ink cartridge is out of ink. Replace the cartridge as described on page 11.
XXX ink cartridge error – – – > Cartridge replacement is necessary. Press the Color button to begin.	There is something wrong with the ink cartridge. Replace the cartridge as described on page 11.
Paper jam – – – > Press the Color button. Remove any remaining jammed paper by hand.	Paper is jammed. Press the ◇ Color button to clear the jam. If the jam isn't cleared, remove the paper by hand.
Paper out – – – > Load paper into the sheet feeder, then press the Color button.	Load paper in the sheet feeder, then press the ◇ Color button to continue printing.
Scanner unit open – – – > Close the scanner unit	Carefully close the scanner unit and press down on it until it clicks securely into place.
Scanner error – – – > See your documentation and call service if necessary.	Press the ⏻ On button to turn off the CX6400, then turn it back on. If the error message still appears, contact your dealer or EPSON, as described in your *Quick Reference* or online *Reference Guide*.
Printer error – – – > See your documentation and call service if necessary.	Open the scanner unit to make sure any tape securing the ink cartridge holder has been removed; close the scanner unit. Press the ⏻ On button to turn off the CX6400, then turn it back on. If the error message still appears, contact your dealer or EPSON, as described in your *Quick Reference* or online *Reference Guide*.
Multi-page feed error – > Multiple pages have been fed into the printer at once. Remove and reload the paper, then press the Color button.	The CX6400 has fed more than one sheet into the paper path. Remove and reload the paper. Make sure you lower the feeder guard back over the paper. Then press the ◇ Color button.
The B&W button cannot be used to print in this mode. Press the Color button to print.	You must press the ◇ Color button when you print directly from the memory card.
The adjust lever is in the 🖂 position. Except when printing on envelopes, the 🗋 position is recommended.	Set the paper thickness lever to the 🗋 position. See page 1 to locate the lever.
Service required.	Contact your dealer or EPSON, as described in the *Quick Reference* or online *Reference Guide*.
Cannot be stored saved in the XXX mode.	You can only use the ◀ Save button to save settings in Copy Mode.
Cannot recognize the memory card. Do you want to format the card?	Make sure the CX6400 supports your memory card; see page 3. If it does, then format the card or, if you don't want to format it, insert a new memory card.
No memory card. Operation canceled.	Make sure your card is supported and inserted in the correct slot; see page 3 for details.
There is not enough free space on the memory card. Operation canceled.	The memory card doesn't have enough available space to save the image. Insert a new memory card.
The memory card is write-protect. Operation canceled.	Release the card's write protection, or insert another memory card.
Cannot create a memory card folder. Operation canceled.	You cannot create a folder on the memory card. Insert a new card.
The memory card was removed. Operation canceled.	The memory card was ejected during the operation. Insert a new card.
The data on the memory card has changed. Print a new Index Sheet, then try again.	An image was added or removed from the memory card after the index form was printed. Print a new index form.
There is no Index Sheet or it is not set correctly. Please perform again after a check.	The index form is not positioned correctly on the scanner glass. Make sure the sheet is oriented as shown on page 5.
Check of a picture is not carried out or marking is not right. Please perform again after a check.	The index form was not filled in correctly. Be sure to fill in the entire oval under the image(s) you want to print. See page 8 for guidelines.
Paper is not selected on the Index Sheet or the oval is not filled in correctly. Check the Index Sheet, then try again.	Be sure to fill in the entire oval under the paper you want to use. See page 8 for guidelines.

Cleaning the Print Head

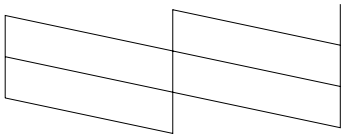
If your printouts are unexpectedly light, colors are not correct, or dots or lines are missing, you may need to clean the print head. This unclogs the nozzles so they can deliver ink properly. Print head cleaning uses ink, so clean it only if quality declines.

Note:
You can also use a printer software utility to clean the print head from your computer. Select the ? or Help button on your printer settings window for instructions.

Running a Nozzle Check

1. Make sure your CX6400 is turned on but not printing, and the ! error light is off. (If the ! error light is flashing or on, you may need to replace an ink cartridge; see page 11.)
2. Press the Setup button to enter Setup Mode.
3. Make sure letter-size paper is loaded.

4. Press the green button next to the LCD screen until you see Nozzle check displayed, then press the ◇ Color button to print the nozzle check.
5. After the nozzle check finishes printing, make sure each line is complete, without any gaps or missing dots:



If any dots are missing, clean the print head as described in the next section.

Running the Head Cleaning Utility

If you need to clean the print head, follow these steps:

1. Press the Setup button to enter Setup Mode.
2. Press the green button next to the LCD screen until you see Head Cleaning displayed, then press the ◇ Color button to run a head cleaning cycle.

   Caution:
   Never turn off the CX6400 while the message Head Cleaning appears on the LCD screen, unless it hasn't moved or made noise for more than 5 minutes.

3. When the message Head Cleaning disappears, repeat the nozzle check to verify that the print head is clean.

   If you don't see any improvement after cleaning three or four times, turn off the CX6400 and wait overnight. This lets any dried ink soften. Then try cleaning the print head again.

Caution: When you don't turn on your CX6400 for a long time, the print quality can decline. It's a good idea to turn it on at least once a month to maintain good print quality.

Replacing an Ink Cartridge

If the ! error light on the EPSON Stylus CX6400 is flashing, or you see an ink cartridge error message on the LCD screen or computer monitor, you need to replace one of the cartridges. When a cartridge is more than six months old, you may need to replace it if printouts don't look their best. Also, replace the cartridge if the quality doesn't improve after cleaning and aligning the print head.

Use these ink cartridges within six months of installing them and before the expiration date on the package:

- ❏ Black (high capacity): T043120
- ❏ Black (standard capacity): T044120
- ❏ Cyan: T044220
- ❏ Magenta: T044320
- ❏ Yellow: T044420
- ❏ Color Multi-Pack: T044520

Note:
Availability of black ink cartridge types varies by location. The high capacity black ink cartridges are recommended as replacement cartridges for users who print frequently. Users who print infrequently may want to choose the standard capacity black ink cartridge. Your printer includes the high capacity black ink cartridge.

Caution:
To ensure good results, use genuine EPSON ink cartridges and do not refill them. Other products may cause damage to your CX6400 not covered by EPSON's warranty.

When you need new ink cartridges, contact your dealer. You can also call the EPSON Store at (800) 873-7766, or visit www.epsonstore.com (U.S. sales only). In Canada, please call (800) 463-7766 for dealer referral.

Warning:
Keep ink cartridges out of the reach of children. If ink gets on your hands, wash them thoroughly with soap and water. If ink gets in your eyes, flush them thoroughly with water.

Caution:
To avoid damaging the EPSON Stylus CX6400, never move the print head by hand.

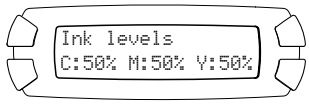
You cannot print if any ink cartridge is empty. Leave the empty cartridge installed until you have obtained a replacement. Otherwise the ink remaining in the print head nozzles may dry out.

Checking Ink Cartridge Levels

To check ink levels, follow these steps:

1. Press the Setup button to enter Setup Mode.
2. If necessary, press the upper left button next to the LCD screen until Ink levels is displayed, then press the ◇ Color button.

   The LCD screen displays the percentage of ink available in each cartridge: C (Cyan), M (Magenta), Y (Yellow), and K (Black).



Note:
To view ink levels for all of the cartridges, wait for them to scroll across the LCD screen.

3. When done, press the OK button.

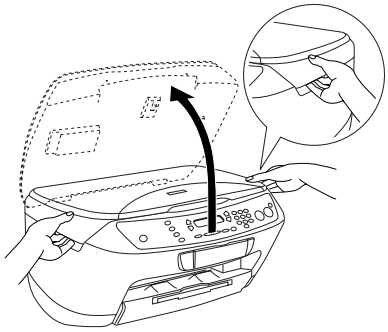
When your ink starts getting low, make sure you have replacement cartridges available. You cannot print if an ink cartridge is empty.

Removing and Installing Ink Cartridges

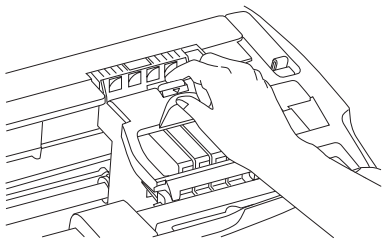
Follow these steps to replace a cartridge:

1. Make sure the CX6400 is turned on and not printing.
2. **If an ink cartridge is empty:**
   Check the LCD screen to see which cartridge is empty, then press the ◇ Color button.

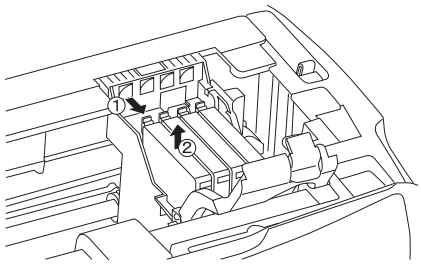
   If an ink cartridge is low:
   Press the Setup button to enter Setup Mode, then press the top left button next to the LCD screen until Replace ink is displayed. Finally, press the ◇ Color button.
3. Lift up the scanner section.



4. Wait for the ink cartridge holder to move to the replacement position, then open its cover.

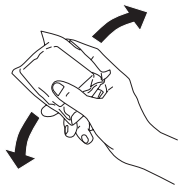


5. Identify the cartridge you need to replace. Press in the tab at the back of the cartridge to release it, then lift the cartridge straight out. Dispose of it carefully.



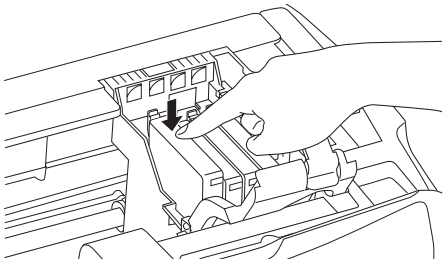
Note:
The illustration above shows the black cartridge being removed. Only remove the cartridge(s) you need to replace.

6. Before unwrapping the new cartridge, shake it gently four or five times. Then remove it from its wrapper.



Caution:
Don't touch the green circuit board on the front of the cartridge; you may inhibit normal operation and printing.

7. Lower the new cartridge into its holder, then press down firmly until it clicks into place.



If you need to replace other ink cartridges, repeat steps 5 through 7 before continuing with step 8.

8. Close the cartridge cover.

Caution:
If you find it difficult to close the cover, make sure all the cartridges are firmly seated. Press down on each newly installed cartridge until you hear it click into place. Do not attempt to force the cover closed.

9. Carefully lower the scanner section and press it down until it clicks into place.

The CX6400 begins charging the ink delivery system, and Charging appears on the LCD screen. Wait for the message to disappear before using the CX6400.

Caution: Never turn off the CX6400 while **Charging** appears on the LCD screen, unless it hasn't moved or made noise for more than 5 minutes. This may cause incomplete charging of the ink.

Related Documentation

CPD-16930	EPSON Stylus CX6400 *Start Here*
CPD-16933	EPSON Stylus CX6400 *Quick Reference*
CPD-16934	EPSON Stylus CX6400 CD-ROM (includes online *Reference Guide*)